

These Plus, Premium & Metal terms apply **from 1 July 2022**. Please click [here](#) to see the previous Plus, Premium & Metal terms that apply **until 1 July 2022**.

## 1. Why this information is important

This information sets out the extra services we provide to our Plus, Premium and Metal users. It also sets out other important things that you need to know.

These terms and conditions are part of the legal agreement (the agreement) between you and us referred to in the Personal Terms (the personal terms). If there is any inconsistency between the personal terms and these terms and conditions, these terms and conditions will apply.

You can ask for a copy of these terms and conditions through the Revolut app or from one of our support agents at any time.

**Please read these terms and conditions carefully**

Your subscription for the Plus, Premium or Metal service will automatically renew every year unless you give us notice to end it before the automatic renewal. Regardless of how you pay your subscription, we may charge a fee if you end the subscription within 10 months of it starting. Our fees are set out in the Fees page.

We may restrict your right to upgrade or downgrade your subscription more than once in a 12-month period.

Please see section 10 of these terms for more information about what fee you may be charged if you downgrade or cancel your subscription early.

## 2. About us

We are Revolut Ltd, an authorised e-money institution which is regulated by the Financial Conduct Authority (firm reference number 900562). Our company number is 08804411.

In relation to the business of arranging insurance, Revolut Ltd is an appointed representative of Revolut Travel Ltd, which is authorised and regulated by the Financial Conduct Authority (firm reference number 780586).

Revolut Ltd and Revolut Travel Ltd both have their registered office at 7 Westferry Circus, Canary Wharf, London, E14 4HD.

Except where these terms and conditions say otherwise, the rights and obligations set out in these terms apply to you and Revolut Ltd.

## 3. What are the Plus, Premium and Metal services?

### **What are the Revolut Plus services?**

Plus users have access to all the services available to personal account holders on a Standard plan, as well as the following benefits:

- two free Revolut Plus cards (and one free replacement each subsequent year);
- up to three active physical Revolut cards at any one time;

- access to up to 2 Revolut Junior accounts;
- Purchase Protection, Refund Protection and Ticket Cancellation Insurance for purchases made with your Revolut account; and
- priority customer support through the Revolut app.

### **What are the Revolut Premium services?**

Premium users have access to all the services available to Standard and Plus users above, as well as the following benefits:

- two free Revolut Premium cards (and one free replacement each subsequent year);
- access to up to 2 Revolut Junior accounts;
- unlimited free currency exchange;
- double the free ATM withdrawal allowance of Standard users;
- one free SWIFT payment each month;
- international travel insurance;
- the opportunity to buy airport lounge passes; and
- access to cryptocurrency and precious metals at better rates than standard and Plus users.

### **What are the Revolut Metal services?**

Metal users have access to all the services and benefits available to Standard, Plus and Premium users above, as well as the following benefits:

- one free contactless stainless steel Revolut Metal card;
- Metal Cashback in a number of currencies, precious metals or cryptocurrencies (these may change from time to time);
- four times the free ATM withdrawal allowance of Standard users;
- higher interest rates for Savings Vaults (where they are available to us);
- access to up to 5 Revolut Junior accounts; and
- any other benefits we add from time to time.

### **What is Metal cashback and when do I earn it?**

When Metal users make an eligible purchase with their Metal Card, we may (but do not have to) credit your account with an amount of e-money equivalent to a percentage of your payment. We call this a "Metal Cashback". We may change the percentage of the Metal Cashback or not pay it for any reason, including the country you make the payment in or the merchant you make the payment to. You can find our current Metal Cashback rates in our [FAQs](#).

We can't give you cashback when doing so would break any law or regulation, or if the payment you make with your Revolut card is just to another account or payment card (such as another e-wallet, a bank account or a card account).

There is a limit to how much Metal Cashback you can receive in one monthly billing cycle. This is set out in our Fees Page.

Sometimes we can recover the Metal Cashback from you if:

- the payment that earned the Metal Cashback is refunded to you;
- you earned the Metal Cashback fraudulently; or
- you broke this agreement in order to get the Metal Cashback.

We will recover the amount of the Metal Cashback by taking it out of your account.

If we cannot recover the amount of the Metal Cashback from your account, you will still owe us the relevant amount. We may then recover the amount from a stored card or exercise our right of set-off. We may also take legal steps to recover the amount you owe us. If we do, you may have to pay our reasonable costs of doing so.

You can read more about how we can recover amounts that you owe us in the Personal Terms.

## 4. What are the Plus, Premium and Metal cards?

### **Revolut Plus card**

If you become a Plus user you'll be able to order a Revolut Plus Card. We'll also issue an extra Plus Card if you ask for one. You can still use other Revolut cards you have.

We may charge fees for any Plus Cards that we issue.

### **Revolut Premium Card**

If you become a Premium user you'll be able to order a Revolut Premium Card with exclusive designs. We'll also issue an extra Premium Card if you ask for one. You can still use other Revolut cards you have.

We may charge fees for any Premium Cards that we issue.

### **Revolut Metal Card**

If you upgrade to Metal, we'll issue you with a Revolut Metal Card that is only available to Metal users. You can only hold one Metal Card at any time. You can still use other Revolut cards you have.

## **Insurance**

## 5. Travel insurance as part of your Premium or Metal subscription

The rights and obligations set out in this section apply to you and us. This section describes:

- how we are responsible to you for arranging travel insurance as part of your subscription; and
- how Allianz Assistance is responsible to you for handling any claim you make under your travel insurance, and for making any payments to you after a successful claim.

We know that when you're looking forward to travelling the last thing you want to do is arrange insurance. This is why we arrange travel insurance for you.

We are not an insurer, but have worked with Allianz Assistance to provide travel insurance for Premium and Metal insurers. The cost of this insurance is covered by your Premium or Metal subscription fee.

Plus users do not receive travel insurance as part of their plan.

We only arrange travel insurance from Allianz Assistance and don't encourage our staff to sell you insurance. We don't control or own Allianz Assistance in any way, and it doesn't control or own us.

We have chosen to distribute insurance products for Allianz Assistance, meaning that we act on behalf of Allianz Assistance and not you. We pay Allianz Assistance for your travel insurance using part of your Premium or Metal subscription fee. When we take your subscription fee from your Revolut account, we hold the cost of your travel insurance as Allianz Assistance's agent until it is actually passed on to Allianz Assistance. This arrangement means that your insurance is effectively paid for without delay when we take your subscription fee from your Revolut Account. Similarly, if you become entitled to a refund of your subscription fee at any point, this money becomes yours when we actually pay it to you.

Allianz Assistance will handle any claim that you make under your insurance directly with you. If you are owed any claim under your insurance, Allianz Assistance will make this payment direct to you.

Allianz Assistance's address is 102 George Street, Croydon, CR9 6HD.

Should you wish to end your insurance cover while continuing your subscription to the Premium or Metal service, you can request this via the Revolut app. The cost of your subscription will not change if you do this.

**Please read the travel insurance policy carefully. There is a copy of it in the Revolut app.**

To be eligible for insurance you must be aged between 18 and 75. The insurance only covers medical treatment, tests and surgery that are related to a serious illness or injury you went to hospital for while on an eligible trip.

We cannot guarantee that the insurance is suitable for you. We arrange the insurance and give you information on the insurance contract. We can't advise you on the suitability of the policy or recommend it to you.

Please make sure the insurance is suitable for you by reading the product information document, statement of insurance and insurance Conditions for Beneficiaries, paying attention to what is and isn't covered.

If you don't meet the conditions for having the insurance, this doesn't change the subscription you pay for the Premium or Metal service.

## 6. Complaints and claims for Travel insurance

The rights and obligations set out in this section apply to you and us.

We will always do our best, but sometimes things go wrong. If you have a complaint, please contact us.

### **Complaints about our service**

If you are unhappy with our service, including how your travel insurance was arranged, please get in touch through the Revolut app. Problems can usually be quickly solved in this way.

You can also make a complaint using an online form, or by email at [formalcomplaints@revolut.com](mailto:formalcomplaints@revolut.com)

However you make your complaint, you'll need to provide the following information:

- your name;
- the phone number and email address associated with your Revolut account (your account);

- the date the problem arose; and
- how you'd like us to put the matter right.

Your complaint will be investigated and you'll get a response by email.

### **The Financial Ombudsman Service**

If you are unhappy with how your complaint was dealt with, you can refer it to the Financial Ombudsman Service within six months of the date you received, or should have received, the final response to your complaint. You can contact them as follows:

- At their address: Exchange Tower, London, E14 9SR.
- By phone from UK: 0800 023 4567.
- By phone from outside UK: +44 20 7964 0500
- You can find more information on their [website](#).
- You can also use their service through the [Online Dispute Resolution platform](#).

### **Complaints about the travel insurance**

If you want to make a complaint in connection with the travel insurance policy, or in connection with any claim you make under the travel insurance policy, please contact Allianz Assistance direct. You can find out how to do this in the insurance section of the Revolut app. If you send any complaint or claim to us, we will pass it on to Allianz Assistance without dealing with it. If you want to make a claim, please contact Allianz Assistance direct. You can find out how to do this in the insurance section of the Revolut app.

## **7. Purchase, refund, and ticket cancellation insurance as part of your Plus, Premium or Metal subscription**

The rights and obligations set out in this section apply to you and Revolut Ltd (Revolut). This section describes:

- how you will receive purchase, refund and ticket cancellation insurance as part of your subscription; and
- how our insurance partner, QOVER SA, registered with the Crossroads Bank for Enterprises under number 0650.939.878 (RLE Brussels) and registered at FSMA as an untied insurance agent under number 0650.939.878 (Qover), is responsible to you for handling any claim you make under your purchase, refund and ticket cancellation insurance, and for making any payments to you after a successful claim.

We know that when you're looking forward to buying a new phone, laptop or tickets to your favourite concert the last thing you want to do is arrange insurance. This is why purchase, refund and ticket cancellation insurance has been included with your plan for you.

Revolut is not an insurer, but has worked with Qover to provide purchase, refund and ticket cancellation insurance as a group policy for all its Plus, Premium and Metal users. The cost of this insurance is covered by your Plus, Premium or Metal subscription fee.

Revolut only includes purchase, refund and ticket cancellation insurance from Qover in its plans, and doesn't encourage its staff to sell you insurance. Revolut doesn't control or own Qover in any way, and Qover doesn't control or own Revolut.

We pay Qover for your purchase, refund and ticket cancellation insurance using part of your Plus, Premium or Metal subscription fee. When we take your subscription fee from your Revolut

Account, we hold the cost of your purchase, refund and ticket cancellation insurance as Qover's agent until it is actually passed on to Qover. This means that your insurance is effectively paid for without delay when we take your subscription fee from your Revolut Account. Similarly, if you become entitled to a refund of your subscription fee at any point, this money becomes yours when we actually pay it to you.

Qover will handle any claim that you make under your insurance directly with you. If you are owed any claim under your insurance, Qover will make this payment direct to you.

Qover's address is Rue du Commerce 31 in 1000 Brussels, Belgium.

Should you wish to end your insurance cover while continuing your subscription to the Plus, Premium or Metal service, you can request this via the Revolut app. The cost of your subscription will not change if you do this.

To be eligible for insurance you must be aged 18 or above and you must have made the relevant purchase in full with your Revolut Plus, Premium or Metal account. There are also the additional eligibility requirements you must satisfy, which depend on whether you are seeking to make a purchase, refund or ticket cancellation claim. The full list of criteria can be found in the purchase, refund and ticket cancellation insurance policy.

Please read the purchase, refund and ticket cancellation insurance policy carefully. There is a copy of it in the Revolut app.

We cannot guarantee that the insurance is suitable for you. We can't advise you on the suitability of the policy or recommend it to you.

Please make sure the insurance is suitable for you by reading the product information document, statement of insurance and insurance policy, paying attention to what is and isn't covered.

If you don't meet the conditions for having the insurance, this doesn't change the subscription you pay for the Plus, Premium or Metal service.

## 8. Complaints and claims about purchase, refund, and ticket cancellation insurance

The rights and obligations set out in this section apply to you and Revolut.

Revolut will always do its best, but things sometimes go wrong. If you have a complaint, please contact us.

### **Complaints about our service**

If you are unhappy with Revolut's service, please get in touch through the Revolut app.

Problems can usually be quickly solved in this way.

You can also make a complaint using an online form, or by email at [formalcomplaints@revolut.com](mailto:formalcomplaints@revolut.com).

However you make your complaint, you'll need to provide the following information:

- your name;
- the phone number and email address associated with your Revolut account (your account);
- the date the problem arose; and
- how you'd like us to put the matter right.

Your complaint will be investigated and you'll get a response by email.

## **The Financial Ombudsman Service**

If you are unhappy with how your complaint was dealt with, you can refer it to the Financial Ombudsman Service within six months of the date you received, or should have received, the final response to your complaint. You can contact them as follows:

- At their address: Exchange Tower, London, E14 9SR.
- By phone from UK: 0800 023 4567.
- By phone from outside UK: +44 20 7964 0500.
- You can find more information on their [website](#).
- You can also use their service through the [Online Dispute Resolution platform](#).

## **Complaints about the purchase, refund, and ticket cancellation insurance**

If you want to make a complaint in connection with the purchase, refund and ticket cancellation insurance policy, or in connection with any claim you make under the purchase, refund and ticket cancellation insurance policy, please contact Qover directly. You can find out how to do this in the insurance section of the Revolut app. If you send any complaint or claim to us, we will pass it on to Qover without dealing with it.

How to make a claim under the purchase, refund and ticket cancellation insurance

If you want to make a claim, please contact Qover directly. You can find out how to do this in the insurance section of the Revolut app.

## **9. Paying your Plus, Premium or Metal subscription**

You can pay your subscription fee in monthly instalments or pay the full subscription once a year. These fees are set out in our Fees page.

When you become a Plus, Premium or Metal user we will ask you to pay the subscription from a card you've registered with us (your stored card). We will take the subscription from that stored card while you remain a Plus, Premium or Metal user.

If we can't take payment from your stored card for any reason (for example, because it has expired), we will ask you to register another card which will become your new stored card. If you don't do this within seven days, we'll take the subscription from your account. We may also take legal steps to collect the payment. If we do, you may have to pay our reasonable costs of doing so.

You may be responsible for paying any taxes or costs that we are not responsible for collecting from you.

Unfortunately, if you do not pay the subscription within 30 days of it becoming due, we may cancel your subscription.

## **10. Fees for downgrading your Plus, Premium or Metal subscription**

You can end your Plus, Premium or Metal subscription at any time (we call this a downgrade). However, you may have to pay a fee. You'll still be able to benefit from the services you get for your subscription until the end of the month you have paid a subscription for. After then, you'll become a Standard user again (a personal account holder who does not pay a subscription for the Plus, Premium or Metal service).

Sometimes, we may waive the fee you pay for a downgrade. Where we do this, you might need to promise to do (or not do) certain things to be eligible for the waiver. For example, we might waive your downgrade fee if you sign up to a new plan, but you might need to promise not to cancel that new plan within a certain time. Whether or not we will waive a fee is our decision. We'll let you know if we are willing to waive a break fee for you (for example, in app or by email).

It's easy to end or downgrade your subscription. If you'd like to cancel your subscription, you can let us know through the Revolut app or by writing to us at 4th Floor, 7 Westferry Circus, The Columbus Building, London, E14 4HD, UK.

The fees for ending or downgrading your subscription are set out below.

**If you downgrade within 14 days**

If you pay your subscription in monthly instalments, we'll give you a full refund of your subscription. If we sent a Plus Card or Premium Card to you, we'll charge you the delivery fee, and may deactivate the card. If you ordered a Metal Card, we'll charge you £40 for the card (or the equivalent in the currency of your Revolut account), plus any delivery fee.

If you pay the full subscription once a year, we'll give you a full refund of your subscription. If we sent a Plus Card or Premium Card to you, we'll charge you the delivery fee, and may deactivate the card. Please refer to your plan's fees page for current information on delivery fees. If you ordered a Metal Card, we'll charge you £40 for the card (or the equivalent in the currency of your Revolut account), plus any delivery fee.

**If you downgrade after 14 days but within 10 months**

If you pay your subscription in monthly instalments, we won't make any refund and you'll have to pay the subscription for the month in which you tell us you'd like to end or downgrade your subscription. We'll also charge a break fee equal to two months' subscription.

If you pay the full subscription once a year, we won't refund any of the full year's subscription you paid, but we won't charge a break fee.

**If you downgrade after more than 10 months**

If you pay your subscription in monthly instalments, you'll have to pay the subscription for the month in which you tell us you'd like to end or downgrade your subscription, but we won't charge a break fee.

If you pay the full subscription once a year, we won't refund any of the full year's subscription you paid, but we won't charge a break fee.

## 11. When can you end my Plus, Premium or Metal subscription?

We can suspend access to your account and end your Plus, Premium or Metal subscription immediately if:

- we suspect you are behaving fraudulently or otherwise criminally;
- you haven't given us the information we need, or we have good reason to believe that the information you have given us is false;
- you have broken these terms and conditions in a serious or persistent way;
- you owe us money and, despite us asking you to pay us, you have not done so within a reasonable period of time;

- you've been declared bankrupt; or
- we must do so under any law, regulation, court order or ombudsman's instructions.

We may also end your subscription for other reasons, but we will give you at least two months' notice through the Revolut app, by text message or in an email.

## 12. Legal bits and pieces

### **We can change these terms**

We can change these terms and conditions, but we'll only do so for the following reasons:

- if we think it will make them easier to understand or more helpful to you;
- to reflect the way our business is run, particularly if the change is needed because of a change in the way any financial system or technology is provided;- to reflect legal or regulatory requirements that apply to us;
- to reflect changes in the cost of running our business; or
- because we are changing our products or services or introducing new ones.

If we add a new product or service that doesn't change these terms and conditions, we may add the product or service immediately and let you know before you use it.

If we change an existing product or service that does not relate to payments into or out of your account, we'll normally give you 30 days' notice before we make the change. If we make a change that relates to payments into or out of your account (for example, in relation to cash withdrawals), we'll normally give you two months' notice through the Revolut app, by text message or in an email.

If we give you notice of a change, we'll assume you're happy with the change unless you tell us that you want to close your account before the change comes into effect.

### **Our contract with you**

Only you, we (Revolut Ltd), and Revolut Travel have rights under the agreement.

The agreement is personal to you and you cannot transfer any rights or obligations under it to anyone else.

### **Our right to transfer**

We will only transfer any of your and our rights or obligations under the agreement if we reasonably think that this won't have a significant negative effect on your rights under these terms or we need to do so to keep to any legal or regulatory requirement. When we transfer rights and obligations we call this 'novation'. When we only transfer rights, we call this 'assignment'.

### **English law applies**

The laws of England and Wales apply to these terms and conditions.

### **The English version of the agreement applies**

If these terms and conditions are translated into another language, the translation is for reference only and the English version will apply.

### **Our right to enforce the agreement**

If you have broken the agreement between you and us and we don't enforce our rights, or we delay in enforcing them, this will not prevent us from enforcing them at a later date.

**Taking legal action against us**

If you want to take legal action against us in the courts, only the courts of England and Wales can deal with any matter relating to these terms and conditions.